

FIGURE 1

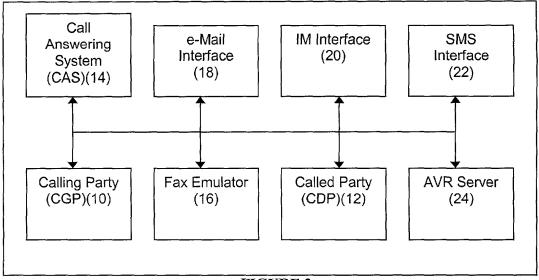


FIGURE 2

A CGP (10) attempts to call a CDP (12), but the CDP (12) is unavailable (1010)The Calling Party's Call is redirected to the Call Answering System (14) (1020)The Call Answering System offers the Calling Party (10) the option of leaving a Voice message or a non-voice message (1030)If the Calling Party chooses the Voice Message, the system allows a Voice Message to be recorded, as in commercial available systems (1040)Ling Marie 1 th State Marie Marie If the CGP chooses to leave a non-voice message, the CAS (14) guides the CGP (10) through the process of choosing and/or composing the message. This may be done using canned messages via IVR interface, or by sending the actual voice message to the Automatic Voice Recognition Server (AVR Server)(24). (1050). Server ## If The CGP (10) chooses to send the non-voice message via SMS, the CAS (14) sends Lat Late and a 18 19. 19. the message via SMS to the CDP (12), using the SMS Interface (22) (1060)If The CGP (10) chooses to send the non-voice message via Fax, the CAS (14) converts and sends the message via Fax to the CDP (12), using the Fax Emulator (16) (1070)If the CGP (10) chooses to send the non-voice message via e-Mail or IM, the CAS (14) sends the message via the e-Mail Interface (18) or IM Interface (20), respectively, to the CDP (12). (1080)End